

Enterprise Incident Report December 2011

As of 1/3/2012

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Metro A Help Desk	Cindy Schroeder	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		2 1	2 1
	Customer Company Total		2 1	2 1

Enterprise Incident Report December 2011

As of 1/3/2012

Science Technology and Research

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Science Technology and Research	Metro A Help Desk	Cindy Schroeder	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Bill Crowther	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		2 1	2 1
Customer Company Total			2 1	2 1

Enterprise Incident Report December 2011

As of 1/3/2012

Science Technology and Research

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 1.25	1 1.25
		Assigned to Individual Total	1 1.25	1 1.25
	Assigned Group Total		2 0.62	2 0.62
Customer Company Total			2 0.62	2 0.62

Enterprise Incident Report December 2011

As of 1/3/2012

Science Technology and Research

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Metro A Help Desk	Cindy Schroeder	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		2 0	2 0
Customer Company Total			2 0	2 0

Enterprise Incident Report December 2011

As of 1/3/2012

Science Technology and Research

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 2.43	1 2.43
		Assigned to Individual Total	1 2.43	1 2.43
	Assigned Group Total		2 1.22	2 1.22
Customer Company Total			2 1.22	2 1.22

Enterprise Incident Report December 2011

As of 1/3/2012

Science Technology and Research

Detail

INC000000424813	Ronda Robbins Jones	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Science Technology and Research	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000426941	Perry Thomson	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	1.25
	Metro B Desktop Support	Bill Crowther	Science Technology and Research	Low	Closed	TTR Missed: No	TTR:	2.43